

IN THE TITLE:

Please change the title of the invention from "Account Status System and Method" to --Account Status System And Method For Managing A Closing Of A User Account--.

IN THE CLAIMS:

Please add new claims 27-29 as follows.

---

--27. (New) A method for managing a closing of an account of a user, comprising:

receiving a request from the user to close the account;

subsequently receiving an identifier associated with the account of the user, the identifier being input by the user through a response unit during a telephone call;

retrieving status information associated with the identifier;

determining from the retrieved status information whether the account is coded to close; and

automatically providing a voice message to the user during the telephone call through the response unit based on the retrieved status information, the voice message indicating a reason why the account has not yet been closed if the account is determined to be coded to close.

28. (New) A method for informing a user of a status of an account, comprising:

receiving from the user an account identifier through a response unit;

retrieving status information associated with a closing of the account according to the received account identifier;

a' determining from the retrieved status information whether the account has been closed, and if the account has not been closed, determining at least one of whether a refund is owed to the user on the account and whether a security deposit will be or was applied to the account;

determining at least one of a date the account will close if it was determined that the account is not closed, a date the user will receive the refund if it was determined that the refund is owed to the user, and a date the security deposit will be applied to the account if it was determined that the security deposit was not applied to the account; and

automatically providing to the user from the retrieved status information a voice message through the response unit, the voice message

indicating a reason why the account has not been closed, and

indicating at least one of the date the account will close, the date the user will receive the refund and the date the

security deposit was or will be applied to the account, if it was determined that the account is not closed.

29. (New) A method for expediting calls through a voice response unit from a user inquiring about the status of an account previously requested to be closed, the method comprising:

a' receiving an identifier associated with the account, the identifier being input by the user during a telephone call;

retrieving status information associated with the received identifier, the status information indicating that the account has not yet been closed and at least one reason why the account has not yet been closed; and

automatically providing a voice message to the user during the telephone call through the voice response unit, the voice message indicating at least one reason why the account has not yet been closed.--

---

REMARKS

Claims 1-26 are pending in the present application, with claims 27-29 having been added herein.

The Office Action objected to the title of the invention as not being descriptive. Applicant thanks the Examiner for suggesting a more descriptive title and herein amends the title